

**Inquiry Reasons
For 1/1/2017 - 4/1/2017**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	5
	Rates/Policies	4
	Service quality/repair	1
		Total 10
Competitive Local Exchange Carrier		
	Billing	4
	Disconnection	2
	Rates/Policies	3
	Service quality/repair	8
	Slamming	2
		Total 19
Farm Taps		
	Billing	1
	Safety	1
		Total 2
Gas Distribution Companies		
	Billing	23
	Disconnection	5
	Rates/Policies	8
	Refusal to provide service	1
	Safety	1
	Service quality/repair	2
		Total 40
Intrastate Transmission		
	Refusal to provide service	1
		Total 1

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Utility Type	Inquiry Reasons	No. of
Investor-Owned Electric Utilities		
	Billing	146
	Deposit	10
	Disconnection	22
	Rates/Policies	28
	Refusal to provide service	6
	Safety	5
	Service quality/repair	11
		Total 228
Investor-Owned Water Companies		
	Billing	13
	Disconnection	2
	Rates/Policies	1
		Total 16
Local Exchange Carriers		
	Billing	39
	Deposit	1
	Disconnection	1
	Line extension/upgrade charge	5
	Rates/Policies	26
	Refusal to provide service	15
	Safety	2
	Service quality/repair	136
		Total 225
Long Distance Carriers		
	Billing	1
	Slamming	1

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Utility Type	Inquiry Reasons	No. of
		Total 2
Municipal Gas Distribution		
	Safety	1
		Total 1
Rural Electric Cooperative Corporation		
	Billing	353
	Disconnection	10
	Rates/Policies	6
	Refusal to provide service	1
	Service quality/repair	2
		Total 372
Sewer Utilities		
	Disconnection	1
	Rates/Policies	1
		Total 2
Water Associations		
	Billing	2
	Rates/Policies	1
	Refusal to provide service	1
	Service quality/repair	1
		Total 5
Water Districts		
	(none)	1
	Billing	15
	Disconnection	10
	Rates/Policies	9
	Refusal to provide service	3

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Utility Type	Inquiry Reasons	No. of
	Safety	2
	Service quality/repair	2
		Total 42
		Grand Total 965